

AMENDMENT TO THE CLAIMS

This listing of claims will replace all prior versions, and listing of claims in the application.

Please amend claims 1, 6 and 7.

Please cancel claims 8 and 9.

1. (Currently Amended) A method of matching an utterance comprising a word to a record in a database using an automatic automated speech recognition system comprising:

(a) using the automated speech recognition system to compare said utterance to a first grammar, said first grammar forming including a word list of comprising a selection of words from said records in said database;

(b) using the automated speech recognition system to determine determining the best possible matches of the word in said utterance to said first grammar the words in said word list;

(c) after determining said best possible matches, creating a second grammar including a subset of said records in said database that contain at least one of said best possible matches; and

(d) using the automated speech recognition system to match said utterance to a record within said second grammar.

2. (Original) The method of claim 1 wherein said database is a directory.

3. (Original) The method of claim 2 wherein said record is a listing.

4. (Original) The method of claim 3 wherein the word list includes transformations of said selection of words.

5. (Original) The method of on of claim 4 wherein the utterance is obtained by asking questions of a user.

6. (Currently Amended) A system for matching an utterance comprising a word to a record in a database using an automatic speech recognition system comprising:

- (a) means for using said automated speech recognition system to compare said utterance to a first grammar including forming a word list comprising of a selection of words from said records in said database;
- (b) means for using the automated speech recognition system to determine determining best possible matches of the word in said utterance-to-the-words-in-said word list to said first grammar;
- (c) means for creating a second grammar after determining said best possible matches, of a subset of said records in said database that contain at least one of said best possible matches; and
- (d) means for using the automated speech recognition system to match said utterance to a record within said second grammar.

7. (Currently Amended) A method of providing a listing to a user comprising:

- (a) establishing voice communications with the user;
- (b) asking a sequence plurality of questions of said user, and obtaining and recording answers therefore using an automated system, and not passing said user to an operator during said sequence of questions;
- (c) by using said a plurality of answers, determining a listing using an automated speech recognition system;
- (d) establishing a confidence level for said listing;
- (e) providing said listing, said plurality sequence of questions, and said recorded answers to an operator if said confidence level is below a predetermined threshold; and
- (f) if said confidence level is above a predetermined threshold, providing said listing to said user.

8. (Cancelled)

9. (Cancelled)